



## Project Oversight

Many projects are highly complex—comprising numerous interdependent facets and significant impacts on operations. The promised value is great, but so is the risk. With the multitude of details, important items can fall through the cracks, destroying a project's success.

The culprit is usually a combination of factors—organizational support, funding challenges, exclusion of components, or even the failure to properly account for process changes—rather than a single issue.

The execution of the project from initiation all the way to deployment, including the subsequent provision of support is critical to success. Execution is about making things happen; orchestrating events to ensure desired outcomes. This is what the Northcross Group (NCG) project oversight does to ensure your success. NCG's project oversight has its foundation in three basic sets of activities:

- 1) Questioning and assessing what's being done and how the current approach is defined
- 2) Detailed follow-through at granular levels
- 3) Establishment of accountability

NCG puts context around oversight activities, resource capabilities, long-and-short-term organizational goals, and routine day-to-day activities. Each of these areas can vary over time. NCG project oversight assumes change and deals with it in a managed way. This keeps the project information reality-based and not driven by potentially arbitrary or out-dated information.

### Services

- Detailed Project Monitoring
- Executive Insight Reporting
- Project Management Support
- Integration and Deployment Support
- Issue management & Response
- Project Resource Support

### Support Areas

- Complex Project Governance
- Handling of Multiple Dependencies
- Managing Complex Deployments
- Supporting Process Changes
- Orchestrating Stakeholders
- Ensuring Accountability & Traceability

## About NCG

The Northcross Group (NCG) is a New England based firm providing business system and technology services. NCG makes it our business to ensure that technology serves our clients, allowing them to meet business goals, gain competitive advantage, enhance security, implement governance, ensure compliance, and stabilize operations.

We have expertise in a broad range of industries and across technology disciplines. NCG consultants bring a blend of technical and business acumen with a proven track record in the public, private, and non-profit sectors. We approach business challenges head-on and figure out the most effective way to leverage technology to reach objectives. We work with you and provide support to help ensure tangible business value.

NCG uses disciplined processes, refined from decades of experience. Flexibility is a cornerstone of our industry-tested methodologies—giving NCG the ability to adapt to changing environments and needs. We strive to build lasting relationships with our clients, contributing to their ongoing success.

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### Active Engagement

NCG engages directly at the project management, development, and operations levels across technology and business lines. NCG resources partner with executives and management, as well as interacting with resources on the ground responsible for implementing the project tasks. With exposure at all these levels NCG achieves a comprehensive view of the actual state of the project.

By participating in the process, NCG identifies where issues of resource qualification or experience may come into play. When the right people are involved, NCG assesses whether they have the needed responsibility and authority to succeed.

When issues or challenges surface, NCG defines a solution path and executes. Through consultation with key players and the inclusion of highly capable resources, NCG brings the reinforcements required to bolster efforts.

NCG offers a full spectrum of oversight services. Specific requirements vary client to client, but common areas include:

- The establishment or strengthening of executive sponsor and project implementer links
- Development and management of the appropriate levels of responsibility, authority, and expectations
- Accurate and adequate resource commitment
- Utilization of industry-tested processes and methodologies
- Application of lessons learned and best practices
- Communication and collaboration between business and technology lines
- Transition support between all project phases

When any of these areas are limited or non-existent, the risk to the project is significantly increased. Being proactive, rather than reactive, always saves money.

NCG project oversight monitors a project's risk profile providing an early-warning system to dangers caused by the evolving business environment, deviations from the approved implementation plan or resource allocation. NCG delivers an objective assessment of project team effectiveness throughout the entire course of the project, along with the support to take corrective action.

### Action Oriented

When action is needed, NCG provides a detailed roadmap, assists at every turn and constantly tracks effectiveness; ready to make course corrections if the business terrain changes. NCG oversight is not simply a list of recommendations, but a commitment of participation to ensure results.

NCG drives the process, with frequent validation and confirmation steps up and down the project, to successfully achieve the end goals. NCG takes accountability for the project's success, energizing stakeholders.

NCG's project oversight is an active process designed to deliver success. Our team has important cross functional expertise in both business and technology realms that allows us to be insightful and decisive when actions are needed. NCG uses multiple lines of communication and information sharing to initiate preparations down the road.

The NCG goal for every oversight engagement: to deliver a project's promised value and maximize positive impacts across operations.